

In Place of FORM PTO-1449 (Modified)

Serial No. 10/005,680Applicant: Brown et al.Filing Date: 12-3-01Group: 2642 2614Atty. Docket No. AUS920010945US1**LIST OF PATENTS AND PUBLICATIONS FOR  
APPLICANT'S INFORMATION DISCLOSURE  
STATEMENT**

P.O.  
 S.168  
 J.03/01  
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**Reference Designation      U. S. PATENT DOCUMENTS**

<u>Examiner Initial</u>	<u>Document Number</u>	<u>Date</u>	<u>Name</u>	<u>Class</u>	<u>Sub-class</u>	<u>Filing Date if Appropriate</u>
HI Spn/mcu AA	US 4,788,715	11/29/88	Announcing Waiting Times in Queuing Systems Lee	379	84	10/16/86
HI Spn/mcu AB	US 5,020,095	05/28/91	Interactive Call Distribution Processor Morganstein et al	379	67	11/16/88
HI Spn/mcu AC	US 5,166,974	11/24/92	Interactive Call Processor to Facilitate Completion of Queued calls Morganstein et al.	379	67	04/15/91
(RM) HI Spn/mcu AD	US 5,444,774	08/22/95	Interactive Queuing System for Call Centers Friede S	379	266	01/03/95
8/3/06 HI Spn/mcu AE	US 5,506,898	04/09/96	Expected Wait Time Indication Arrangement Costantini et al.	379	266	12/12/94
HI Spn/mcu AF	US 5,796,791	08/18/98	Network-Based Predictive Dialing Polcyn	379	265	08/18/98
HI Spn/mcu AG	US 5,864,616	01/26/99	System and Method for Providing Call Statistics-in-Real-Time Hartmeier	379	266	06/28/96
HI Spn/mcu AH	US 5,867,572	02/02/99	Customer Queuing Arrangement MacDonald et al.	379	266	02/20/96
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**FOREIGN PATENT DOCUMENTS**

<u>Examiner Initial</u>	<u>Document Number</u>	<u>Date</u>	<u>Country</u>	<u>Class</u>	<u>Sub-class</u>	<u>Filing Date if Appropriate</u>
HI Spn/mcu BA	JP4245754A	09/02/92	Japan	H04M3	42	